



# Configuration Management Database (CMDB) and the PCMR Process

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# Agenda

- CMDB
- Access to the CMDB
- PCMR Process
- PCMR Entry
- PCMR Query
- For More Information



# What is the CMDB?

- A web-based tool that supports the Configuration Management (CM) process across multiple software programs.
- Tracks data throughout the program lifecycle, but does not duplicate functions provided by developers' CM systems.



# Benefits of the CMDB

- Provides ready access to CM information and automatic notification to registered users on status changes
- Promotes communication between program management and software users
- Improves the decision making process in resource allocation



# Services of the CMDDB

- Problem Reports and Change Requests
- Multiple Application Problems
- Requirements
- Points of Contact
- Distribution of Documents and Media
- Library



# CMDB

- CMDB is available on Internet and Intelink
- Requires Netscape Navigator 4.0 or Microsoft Explorer 4.0 or higher
- Data is available to registered users upon approval by the Program Manager



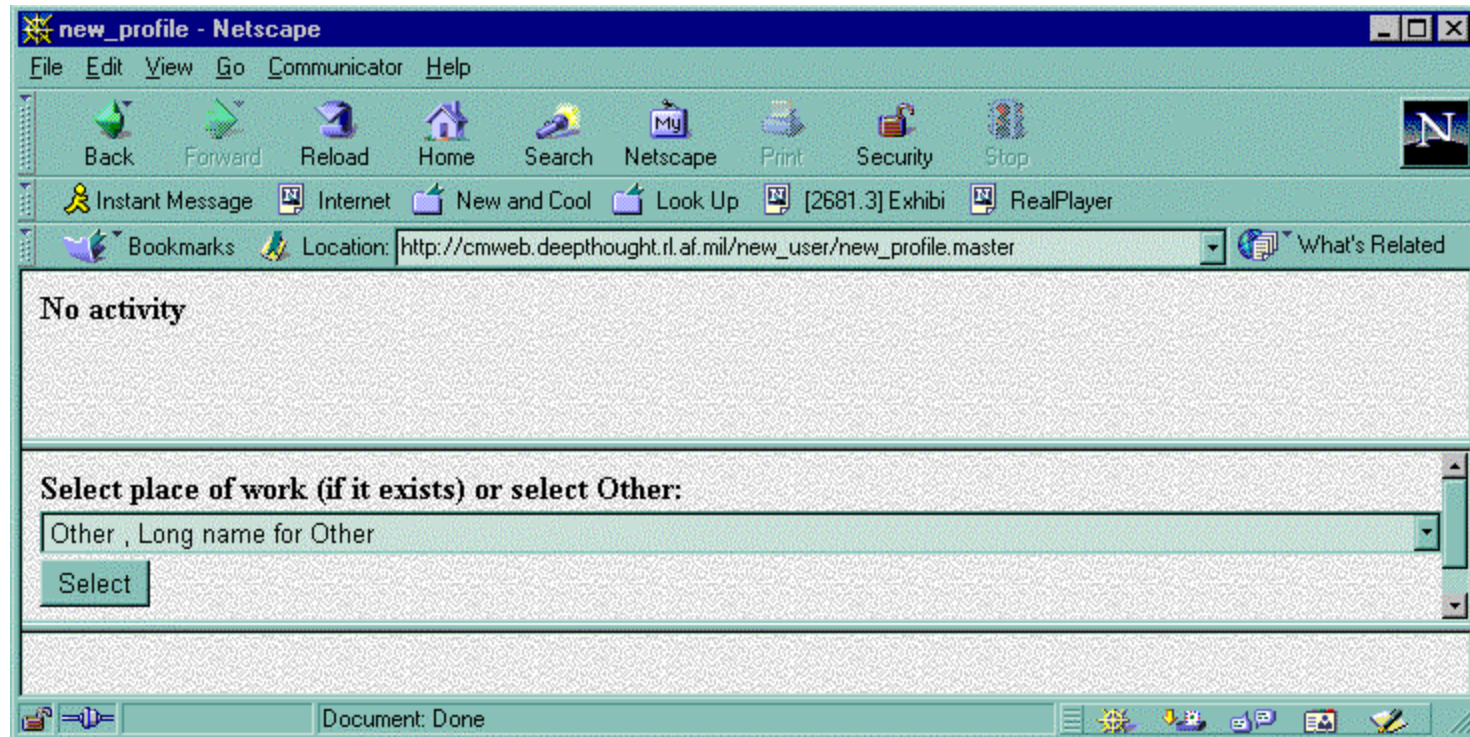
# CMDB Access

- Users can gain access to the CMDB by submitting a profile at the following URLs:
  - Internet:  
[http://cmweb.deepthought.rl.af.mil/new\\_user/new\\_profile.master](http://cmweb.deepthought.rl.af.mil/new_user/new_profile.master)
  - Intelink:  
[http://athens.rome.ic.gov/new\\_user/new\\_profile.master](http://athens.rome.ic.gov/new_user/new_profile.master)



# CMDB Access

## ■ New Profile Screen







# CMDB Access

## User Profile INPUT Screen

<u>Office Symbol</u>	<input type="text"/>	<u>Created</u>	15-NOV-00		
<u>*First Name</u>	<input type="text"/>	<u>*Last Name</u>	<input type="text"/>		
<u>Title (Col, Lt)</u>	<input type="text"/>	<u>Suffix (Sr, Jr)</u>	<input type="text"/>		
<u>*Address</u>	USSTRATCOM/J224 901 SAC BLVD., SUITE M121		<u>*City</u>	OFFUTT AFB	
			<u>*State</u>	NE	
			<u>*Zip</u>	68113-6200	
			<u>DSN #</u>	272	
<u>*Commercial Phone</u>	<input type="text"/>	<u>[AreaCo]</u>	<input type="text"/>	<u>[Exchg]</u>	<input type="text"/>
		<u>[Line one]</u>	<input type="text"/>		
<u>Foreign Phone</u>	<input type="text"/>				
<u>Email</u>	<input type="text"/>				
<u>Additional Information</u>	<input type="text"/>				
Select your POC status for: "SAO-1"					
<u>*POC Info</u>	<input checked="" type="radio"/> NOT A POC	<input type="radio"/> GOVT PRIMARY	<input type="radio"/> GOVT ALTERNATE		
	<input type="radio"/> SITE REP	<input type="radio"/> DEVELOPER	<input type="radio"/> CONTRACTOR		

09/05/16



# CMDB Access

Subscribe to the application(s) of your choice. Indicate AIG status for each.

APPLICATION	SUBSCRIBE				AIG STATUS				
CSE-SS	YES	<input type="radio"/>	NO	<input type="radio"/>	<input type="radio"/> NONE	<input type="radio"/> ACTIVE	<input type="radio"/> INFO		
CSP HOL	YES	<input type="radio"/>	NO	<input type="radio"/>	<input type="radio"/> NONE	<input type="radio"/> ACTIVE	<input type="radio"/> INFO		
DII COE 4.1.2	YES	<input type="radio"/>	NO	<input type="radio"/>	<input type="radio"/> NONE	<input type="radio"/> ACTIVE	<input type="radio"/> INFO		
DMB	YES	<input type="radio"/>	NO	<input type="radio"/>	<input type="radio"/> NONE	<input type="radio"/> ACTIVE	<input type="radio"/> INFO		
DODIIS INSTRUCTIONS	YES	<input type="radio"/>	NO	<input type="radio"/>	<input type="radio"/> NONE	<input type="radio"/> ACTIVE	<input type="radio"/> INFO		
EAC	YES	<input type="radio"/>	NO	<input type="radio"/>	<input type="radio"/> NONE	<input type="radio"/> ACTIVE	<input type="radio"/> INFO		
ECM	YES	<input type="radio"/>	NO	<input type="radio"/>	<input type="radio"/> NONE	<input type="radio"/> ACTIVE	<input type="radio"/> INFO		
IESS	YES	<input type="radio"/>	NO	<input type="radio"/>	<input type="radio"/> NONE	<input type="radio"/> ACTIVE	<input type="radio"/> INFO		
TEL-SCOPE	YES	<input type="radio"/>	NO	<input type="radio"/>	<input type="radio"/> NONE	<input type="radio"/> ACTIVE	<input type="radio"/> INFO		
TPOC	YES	<input type="radio"/>	NO	<input type="radio"/>	<input type="radio"/> NONE	<input type="radio"/> ACTIVE	<input type="radio"/> INFO		
TRAINING	YES	<input type="radio"/>	NO	<input type="radio"/>	<input type="radio"/> NONE	<input type="radio"/> ACTIVE	<input type="radio"/> INFO		

Enter your Access Justification

Submit

Reset



# CMDB Access

- The profile is forwarded to the Program Office for approval
- Upon approval the user is notified of their username and the URL to access the database
- Access to data is based on role (User, Developer, Program Manager)



# New PCMR Number

- The PCMR number is system generated by the CMDB in the following format:
- Site ID - Application - Year - Sequence#
  - the sequence # is the number for the application for that year
- Example: SAO-1-IESS-00-023
  - PCMR from USSTRATCOM for IESS and is the 23rd PCMR for the year 2000



# PCMR Process

- User Identifies a software issue
- Notifies the Program Office by one or more of the following ways:
  - Entering PCMR into the CMDB
  - Utilizing forms on the CM Home Page
  - Email, Fax, or Phone
- Originator is notified upon entry in the CMDB



# PCMR Process

## ■ Verification

- PMO verifies PCMR feasibility and validity
  - Coordinates with 497IOG
  - 497IOG validates to PMO
  - PMO requests Workplan from developer
  - Workplan evaluated
  - CCB Review
  - Tasking approved and incorporated into a patch or release
  - Patch or release passes testing
  - Distributed to operational sites



# PCMR Process

- Verification (con't)
  - Site validates or invalidates PCMRs originating from their site within 45 days of release



# PCMR Process

- Problem Report Impact Codes
  - Impact Code 1
    - Prevents the accomplishment of an essential capability. Jeopardizes safety, security, or any other requirement designated as "critical"
    - Contact the Program Manager by telephone providing a brief description of the problem
    - All Priority 1 PRs and Security Vulnerabilities, regardless of Impact Code, are considered SECRET classification and submitted via Message Traffic or Intelink only





# PCMR Process

## ■ Problem Report Impact Codes

### – Impact Code 2

- Adversely affects the accomplishment of an essential capability and no workaround is known

### – Impact Code 3

- Adversely affects the accomplishment of an essential capability, but a workaround exists



# PCMR Process

- Problem Report Impact Codes
  - Impact Code 4
    - Results in user/operator inconvenience or annoyance but does not affect a required operational or mission essential capability
  - Impact Code 5
    - Any other error



# PCMR Entry

- PCMRs can be submitted in one of the following ways:
  - Entering PCMR into the CMDB
  - Utilizing forms on the CM Home Page
    - Internet: [www.if.afrl.af.mil/programs/cm/](http://www.if.afrl.af.mil/programs/cm/)
    - Intelink: [web1.rome.ic.gov/cm/](http://web1.rome.ic.gov/cm/)
  - Email, Fax, or Phone
- The preferred way is through the CMDB



# PCMR Entry

- If CMDB entry is not possible, the following information is needed:
  - Classification
  - Application and Version
  - Impact Code
  - Description (including Temporary and Permanent Fix)
  - POC (Name, Office, Phone (Comm or DSN))



# PCMR Entry

- Users who have access to the CMDB, log into the CMDB through one of the following URLs:
  - Internet:  
[http://cmweb.deepthought.rl.af.mil/cm/cmdb\\_cm.master](http://cmweb.deepthought.rl.af.mil/cm/cmdb_cm.master)
  - Intelink:  
[http://athens.rome.ic.gov/cm/cmdb\\_cm.master](http://athens.rome.ic.gov/cm/cmdb_cm.master)



# PCMR Entry



User: FARLEYBA

Home Page (CMDB v2.0)

[Open All](#) [Close All](#)

## ▼ Tracking

[Action Item \(Query\)](#)

[Action Item \(New Record\)](#)

[Document Review Report](#)

[\(Query\)](#)

[Document Review Report](#)

[\(New Record\)](#)

[PR/CR/MAP/REQ\(Query\)](#)

[PR/CR/MAP/REQ\(New](#)

[Record\)](#)

[Test Finding \(Query\)](#)

[Test Finding \(New Record\)](#)

[Workplan \(Query\)](#)

## ▼ Documents

[CMDB](#)

[CSE-SS](#)

[MRS](#)

## Welcome to the Configuration Management Database (CMDB)

### New Messages:

- 25-SEP-00 - Welcome to the new release of CMDB v2.0. There is a new url for CMDB v2.0, it is [http://cmweb.deepthought.rl.af.mil/cm/cmdb\\_cm.master](http://cmweb.deepthought.rl.af.mil/cm/cmdb_cm.master), please bookmark this. There will be a TEMPORARY alias in place if you use the old url [http://tully.deepthought.rl.af.mil/cm/cmdb\\_cm.master](http://tully.deepthought.rl.af.mil/cm/cmdb_cm.master).
- 26-SEP-00 - For more information about CMDB v2.0 enhancements, check out the What's New in CMDB 2.0 on our Introduction Home Page.

### What's New In CMDB 2.0

#### [Introduction](#)

#### [Action Item \[New Record\]](#)

#### [Document Review Report \[New Record\]](#)

#### [PCMR \[New Record\]](#)



# PCMR Entry

- On the menu locate Tracking and select PCMR (New Record)
- Fill in Originator Impact, Application, Version, Type, Title and Description
- Click on SUBMIT

Problem Report/Change Request/Multiple Application  
Problem/Requirement (PCMR)  
ONLY PROCESS CLASSIFIED INFORMATION ON THE JWICS CMDB SYSTEM  
AN IMPACT CODE 1 IS CONSIDERED CLASSIFIED

<u>*Originator (And Site)</u>	<u>*Originator Impact</u>
Farley, Barbara * AFRL/IFEB/CM	

Created (DD-MMM-YY) 15-NOV-00

<u>*Application</u>	<u>*Version</u>
<u>Operating System</u>	<u>*Type</u>
<u>Test Phase</u>	<u>*Classification</u> U
<u>Functional Area</u>	
<u>*Title</u>	
<u>*Description</u>	
<u>Source</u>	
<u>Additional Information</u>	
<u>Impact</u>	<u>Projected Version</u>

Reset Submit





# PCMR Query

- On the menu locate Tracking and select PCMR (Query)
- Fill in the information you wish to query on
- Click on Query

**Problem Report/Change Request/Multiple Application Problem/Requirement (PCMR)**  
ONLY PROCESS CLASSIFIED INFORMATION ON THE JWICS CMDB SYSTEM

<u>Originator</u>	<u>Site_id</u>	<u>Originator Impact</u>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<u>Created</u> (DD-MMM-YY)	<input type="text"/>	<u>Updated</u> (DD-MMM-YY)
<u>PCMR No.</u>	<input type="text"/>	<u>Impact</u>
<u>Application</u>	<input type="text"/>	<u>Version</u>
<u>Operating System</u>	<input type="text"/>	<u>Type</u>
<u>Test Phase</u>	<input type="text"/>	<u>Classification</u>
<u>Functional Area</u>	<input type="text"/>	
<u>Title</u>	<input type="text"/>	
<u>Description</u>	<input type="text"/>	
<u>Source</u>	<input type="text"/>	
<u>Additional Information</u>	<input type="text"/>	
<u>Restricted</u>	<input type="text"/>	<u>Lifecycle Completed</u>
<u>Projected Version</u>	<input type="text"/>	<u>Fixed Version</u>

**Current Status**

<u>Orig Status</u>	<u>Updated</u> (DD-MMM-YY)	<u>Orig Person</u>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<u>DEV Status</u>	<u>Updated</u> (DD-MMM-YY)	<u>DEV Person</u>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<u>CM/PM Status</u>	<u>Updated</u> (DD-MMM-YY)	<u>CM/PM Person</u>
<input type="text"/>	<input type="text"/>	<input type="text"/>

WP Request Date (DD-MMM-YY)  WP Approved Date (DD-MMM-YY)





# For More Information

Configuration Management

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